Learn More

BlackBerry Storm2 9520/9550 Smartphones

BlackBerry Storm2

MAT-29264-001 Rev. 002 | PRINTSPEC-059
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Welcome to BlackBerry!

Thank you for choosing a BlackBerry® Storm2™ smartphone! To set up your device, insert the SIM card (if a SIM card was included with your device), insert the battery, and complete the setup wizard. For more information, see the *Start Here* and *Explore* posters that came with your device.

Before you use your device or any accessories for your device, see the *Safety and Product Information* booklet, located on the *BlackBerry® User Tools* CD. For the most recent version of the booklet, visit www.blackberry.com/go/docs.

About inserting a SIM card

A SIM card stores important information about your wireless service. A SIM card might already be inserted in your BlackBerry® device.

Insert a SIM card into your device in one of the following situations:

- Your wireless service provider provided you with a SIM card or it is included in the box with your device.
- You are switching from one device that required a SIM card to another device. Remove the SIM card from your previous device and insert it into your new BlackBerry device. Depending on your wireless service provider, you might need a PIN code for the SIM card. For more information, contact your wireless service provider.
- You purchased an optional SIM card from your wireless service provider as part of a global roaming package so that you can connect your device to a GSM® or UMTS network while you are traveling.

For more information, see the *Start Here* poster.

Phone basics

Do not hold your BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet, located on the *BlackBerry® User Tools* CD.

Make a call

1. From the Home screen, press the key.
2. Type a phone number.
3. Press the key.

To end the call, press the key.

Change your ring tone

1. From the Home screen, press the key.
2. Press the key.
3. Click **Set Ring Tone**.
4. Perform one of the following actions:
   - To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
   - To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music** at the top of the list. Navigate to the ring tone. Click the ring tone.
5. Press the key.

6. Click **Save**.

Add a contact

1. On the Home screen, click the **Contacts** icon.
2. Click **New Contact**.
3. Type the contact information.
4. Press the key.
5. Click **Save**.

Phone tips

To	Do
Answer a call	Press the key
Adjust the volume during a call	Press the **Volume** keys on the right side of your BlackBerry® device
Turn on or turn off mute during a call	Press the key at the top of your device

Pair with a Bluetooth enabled device

You must pair your BlackBerry® device with a Bluetooth® enabled device before you can connect to it. For more information about preparing the Bluetooth enabled device for pairing, see the documentation that came with the Bluetooth enabled device.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Set Up Bluetooth**.
3. Click **Search**.
4. Click a Bluetooth enabled device.
5. If necessary, perform one of the following actions:
   - If the Bluetooth enabled device does not have a keyboard (for example, a headset), on your BlackBerry device, type the pairing passkey that is in the documentation that came with the Bluetooth enabled device. The passkey is often a numeric or alpha-numeric code.
   - If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your own choosing on both devices.

Bluetooth indicators

Indicators at the top of the Home screen display information about Bluetooth® technology.

	Bluetooth technology on		Bluetooth technology connected

About emergency calls

If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically.

You can only make emergency calls by typing official emergency access numbers (for example, 911 or 112).

You should not rely on any wireless device for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

Typing basics

About typing using different keyboard styles

When you need to type, your BlackBerry® device displays one of three keyboard styles automatically, based on the field that you type in and the orientation of your device.

If you are using your device in portrait view, you can switch between the SureType® keyboard, multi-tap keyboard, and full keyboard, and you can set one of these keyboard styles to be your default. If you are using your device in landscape view, you can type using the full keyboard.

Switch typing input methods when you are typing

To perform this task, you must be using your BlackBerry® device in portrait view.

1. When you are typing, press the **Menu** key.
2. Click one of the following menu items:
   - **Enable Multitap**
   - **Enable SureType**
   - **Enable Full Keyboard**

Type text using SureType technology

To perform this task, you must be using your BlackBerry® device in portrait view.

1. Press the letter key once for each letter in a word.
2. Perform one of the following actions:
   - To select an item from the list that appears when you type and start typing a new word, highlight the item. Press the **Enter** key.
   - To select an item from the list that appears when you type and continue typing the same word, click the item.
   - To change a letter in a word that you are typing, highlight the letter. Click the alternate letter that appears on the screen.
   - To change a letter in a word after you finish typing the word, click the word. Highlight the letter. Click the alternate letter that appears on the screen.

For example, to type **run**, you would press the **R** key once, the **U** key once, and so on until **run** appears in the list. You would then highlight **run** and press the **Enter** key.

Type text using multi-tap

To perform this task, you must be using your BlackBerry® device in portrait view.

Perform any of the following actions:

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.
- To type the third letter on a key, press the letter key three times.
- To type the fourth letter on a key, press the letter key four times.

For example, to type **run**, you would press the **R** key twice, the **U** key once, and the **N** key twice.

Message basics

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, type an email address.
5. Type a message.
6. Click the icon.

Send an SMS text message

You can send an SMS text message to up to ten recipients.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose SMS Text**.
4. In the **To** field, type a contact name or phone number (include the country code and area code).
5. Click **Ok**.

6. Type a message.
7. Press the key.
8. Click **Send**.

SMS text message screen

About BlackBerry Messenger

You can use BlackBerry® Messenger to chat with your friends who have a BlackBerry device. You can send messages, voice notes, and even contact attachments to your friends. If your device has a camera, you can also send pictures as soon as you take them. Like a lot of other social networking applications, you can also set a status to keep your friends updated on where you are and what you are doing. You can find the BlackBerry Messenger icon on the Home screen or in the Instant Messaging folder.

To learn about even more things that you can do, take a look at the help topics in BlackBerry Messenger. Simply press the **Menu** key and click **Help**.

Media basics

Depending on your BlackBerry® device, the camera or video camera feature might not be supported.

Take a picture

1. On the Home screen, click the **Camera** icon.
2. To zoom in to or out from a subject, slide your finger up or down.
3. To take a picture, click the **camera** icon.

Camera screen

Record a video

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. Click the **record** icon.
4. To pause recording, click the **pause** icon.

Video camera screen

Media tips

Do not use your headphones at a high volume. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet, located on the *BlackBerry® User Tools* CD.

To	Do
Show or hide the progress bar and additional controls while you are playing a media file	Touch the screen
Show songs from a certain category in a list of songs	Touch and hold a category (for example, to show songs from a certain artist, touch and hold an artist name)
Show or hide the shortcut bar at the bottom of the screen while you are viewing a picture	Touch the screen
Zoom in to a specific location on a picture	Touch the location twice quickly

Browser basics

Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If a web address field appears on the screen, type a web address.
   - If a web address field does not appear on the screen, press the key. Click **Go To**. Type a web address.
3. Press the **Enter** key.

Browser tips

To	Do
Show or hide the shortcut bar at the bottom of the screen	Touch the screen
Zoom in to a specific location on a web page	Touch the location twice quickly

To	Do
Show the cursor so that you can select items and links	Click the icon
Pan and zoom in to web pages	Click the icon

Wi-Fi connection basics

Connect to a Wi-Fi network

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi Network**.
3. Perform one of the following actions:
   - Click **Scan for Networks**. Click a network.
   - Click **Manually Add Network**. Type the network name. Click **Add**.
   - If you are using a wireless access point or router that is enabled with Wi-Fi Protected Setup™, click **Push Button Setup**.
4. Complete the instructions on the screen.
5. When you are prompted to save a profile for the Wi-Fi® network, click **Next** so that your BlackBerry® device connects to the Wi-Fi network automatically next time.
6. Click **Finish**.

To change your Wi-Fi options again later, on the Home screen, click **Manage Connections**. Click **Wi-Fi Options**.

Wi-Fi connection indicators

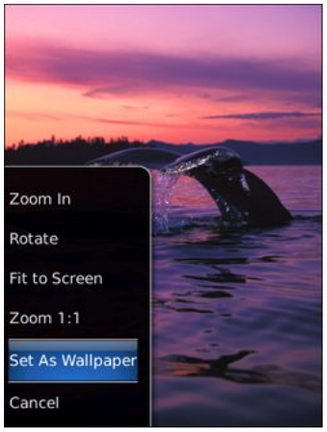
Indicators at the top of the Home screen display Wi-Fi® connection details for the area you are using your BlackBerry® device in.

+Wi-Fi network name	You can send and receive email messages and use the browser over a Wi-Fi connection.
+Wi-Fi network name	Your device is connected to a Wi-Fi network but does not have access to BlackBerry services over the Wi-Fi connection.
	Your connection to a Wi-Fi network is turned on, but you are not in a Wi-Fi coverage area.

Personalize your device

Change your wallpaper

1. From the Home screen, press the key.
2. Click **Options**.
3. Click **Wallpaper**.
4. Perform one of the following actions:
   - To take a picture, click **Camera**. Click the camera icon.
   - To select a picture that you have already taken, click the picture.
   - To select a preloaded picture, click **Pictures**. Click a picture.
5. Press the key.
6. **Set As Wallpaper**.
7. Press the key twice to return to the Home screen.



About the BlackBerry Desktop Software

You can use BlackBerry® Desktop Software to charge your BlackBerry device, back up and restore device data, and synchronize calendar appointments, music, pictures, and so on, between your device and your computer.

For more information, see the online help in the BlackBerry® Desktop Manager.

System requirements: BlackBerry Desktop Software

- Intel® compatible 486 or later computer that is compliant with USB 1.1 or later
- Windows® XP or later or Mac 10.5.5 or later
- *BlackBerry® User Tools* CD
- On Windows computers, iTunes 7.2 or later or Windows Media® Player 10 or later
- On Mac computers, iTunes 7.7 or later

Install the BlackBerry Desktop Software

You can install the BlackBerry® Desktop Software from the *BlackBerry® User Tools* CD or from www.blackberry.com/softwaredownloads.

1. If your BlackBerry device is connected to your computer, disconnect it.
2. Insert the *BlackBerry User Tools* CD into the CD drive on your computer.
3. Click **BlackBerry Desktop Software**.
4. Complete the instructions on the screen.
5. If you are using a Windows® computer, on the Integration Options screen, select the **Integrate with a personal email account** option, unless you are a corporate user and your work email account is associated with a BlackBerry® Enterprise Server. For more information, contact your administrator.
6. If you are prompted, restart your computer.
7. When the installation is complete, connect your device to your computer using the USB cable.

If the BlackBerry® Desktop Manager does not open automatically, perform one of the following actions:

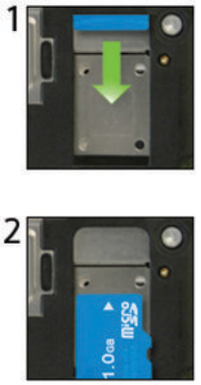
- If you are using a Windows computer, click **Start > All Programs > BlackBerry > Desktop Manager**.
- If you are using a Mac computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.

Insert a media card

You can use a microSD media card to store more media files, such as songs or pictures. The media card might be sold separately from your BlackBerry® device.

Insert a media card

Remove a media card



Synchronize your media files

If you are using a Mac computer, you can synchronize only your music.

1. Connect your BlackBerry® device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Perform one of the following actions:
   - If you are using a Windows® computer, click **Media**.
   - If you are using a Mac computer, in the Media section in the left pane, click **Music**.

For more information, see the online help in the BlackBerry Desktop Manager or visit www.blackberry.com/go/mediaplayer.

Switch devices

If you are switching from a BlackBerry® device that is associated with an existing email address (for example, a Google Mail™ or Windows Live™ Hotmail® email account) to a new BlackBerry device, perform the following actions:

1. On your computer, open the BlackBerry® Desktop Manager. Use the Device Switch Wizard to transfer data from your previous device to your new device. For more information, see the online help in the BlackBerry Desktop Manager.
2. On your new device, on the Home screen or in the **Setup** folder, open the email setup application and follow the prompts. If you do not receive the prompts or if you decline any of the prompts, email messages will not be sent to your new device until you switch devices manually. If you are selling or buying a previously owned BlackBerry device that normally connects to a CDMA network, contact your wireless service provider to complete the process for switching devices.
3. Delete the data from your previous device by doing a security wipe. For more information, see the user guide for your device.

You can also import data from your previous BlackBerry device, Palm® device, or Windows Mobile® powered device to your new BlackBerry device using the BlackBerry Desktop Manager.

Switch your device manually

If you do not receive prompts to switch devices automatically when you access the email setup application, or if you decline any of the prompts, you must switch devices manually.

To complete this task you must know the PIN for your new BlackBerry® device and, depending on your wireless service provider, either your new device IMEI, ESN, or MEID. To find the required device information on your new device, on the Home screen, click the **Options** icon. Click **Status**.

1. On the Home screen or in the **Setup** folder, click the **Email Settings** icon.
2. If necessary, log in to the email setup application.
3. On the **Email Accounts** screen, press the key.
4. Click **Change Device**.
5. Type the new device information.
6. Press the key.
7. Click **Save**.

Troubleshooting

I cannot make or receive calls or send and receive messages

Verify that your BlackBerry® device is connected to the wireless network. If the OFF indicator appears at the top of the Home screen, click the **Manage Connections** icon. Select the check box beside **Mobile Network**. A wireless network indicator should appear. If you are not in a wireless coverage area, an X indicator appears instead.

If you cannot make or receive calls, try performing the following actions:

- Verify that your wireless service plan includes phone or voice services.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.

If you cannot send and receive messages, try performing the following actions:

- If you added an email account to your device using the setup wizard, verify that you have received an activation message. If you have not received an activation message, on the Home screen or in a folder, click **Setup**. Open the email setup application. Press the key. Click **Service Books**. Click **Send Service Books**.

- If you have not received a registration message from the wireless network, on the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the key. Click **Register Now**.
- If you switched devices, verify that you switched devices automatically or manually so that your messages are sent to your new device.
- If the menu item for sending a message does not appear, verify that you have added an email address or a PIN for your contact.
- Resend the message. Open the message. Press the key. Click **Resend**.
- If you use email message filters, verify that the options for email message filters are set correctly.

The battery is not charging

For more information about charging your BlackBerry® device, see the user guide for your device.

Safety information

Carrying your device

Your BlackBerry® device might not come with a holster (body-worn carrying solution equipped with an integrated belt clip). If you wear the device on your body, always put the device in a holster with an integrated belt clip supplied or approved by Research In Motion. Carrying solutions, including RIM approved carrying solutions and carrying solutions not approved by RIM, that do not come equipped with an integrated belt clip should not be worn or carried on the body. For more information about carrying your device, including separation distances when wearing your device, see the *Safety and Product Information* booklet located on the *BlackBerry® User Tools* CD that came with your device.

To purchase RIM approved holsters equipped with an integrated belt clip or other accessories for your device, contact your wireless service provider or visit www.shopblackberry.com.

Driving and walking safely

Give your full attention to driving; driving safely is your first responsibility. You are responsible for knowing and obeying the laws and regulations regarding the use of wireless devices in the areas where you drive.

Research In Motion recommends that you do not use your BlackBerry® device while you drive. Instead, consider having a passenger in the vehicle use the device for you, or find a safe location to stop your vehicle before you use the device.

Avoid using your device while walking or engaging in any activity that requires your full attention. Inattention to vehicular traffic or other pedestrian hazards could result in serious bodily injury.

For important safety information about driving safety, see the *Safety and Product Information* booklet, located on the *BlackBerry® User Tools* CD.

Specific Absorption Rate data

The BlackBerry® device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government, Industry Canada of the Canadian Government (IC), and the recommendations of The Council of the European Union. The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR.

This BlackBerry device model meets government requirements for exposure to RF energy. For more information on the SAR data for this BlackBerry device, see the *Safety and Product Information* booklet, located on the *BlackBerry® User Tools* CD.

Interference with electronic equipment

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, certain electronic equipment, including medical devices, might not be shielded against the RF signals from the BlackBerry® device. For more information, see the *Safety and Product Information* booklet, located on the *BlackBerry® User Tools* CD.

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CE0168 ⓘ This is a Wi-Fi® enabled device subject to restrictions of use in some member states of the European Community.

BlackBerry® Storm2™ 9550 smartphone model number: RCK71CW

CE0168 ⓘ This is a Wi-Fi® enabled device subject to restrictions of use in some member states of the European Community.

Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
Centrum House
36 Station Road
Egham, Surrey TW20 9LF
United Kingdom

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